Consumer Service Department,

Swachi Electronics,

2568 Dent Avenue,

Jefferson City,Missouri56997.

December 4, 2007

Dear sir/Madam,

Re: Broken electronic hand mixers – receipt number 5168, delivery note 115

On the 22nd of January 2008 you delivered a consignment to Home Care Electronics with delivery note number 115. This consignment included 30 boxes of electronic hand mixers and was delivered by your employee called Phillip Alston.

I would like to bring to your attention the fact that of the 30 boxes, 9 were broken. This could be due to mishandling by your staff members.

I have already paid for the products as evidenced by receipt number 5168. I request that you either refund the payment or replace the damaged items as soon as possible. I will be as flexible as I can so as to reach a suitable agreement.

Your company has been my main supplier of electronics for the past 2 years and I am confident that you will rectify this problem.

Yours faithfully

Ruth Patty.